

37-15: CUSTOMER SERVICE	POLICY TITLE:	37-15-006: Patron Conduct
	EFFECTIVE DATE:	1/25/2012
	REVISED DATE:	10/23/2012
POLICY SUMMARY:	Departmental policy outlying general expectations of customers	
PURPOSE:	To ensure services are provided by staff to customers in a safe and welcoming environment.	
DESIRED OUTCOME:	Provide a safe and welcoming environment for staff and customers	
RESPONSIBLE PARTY:	All Staff	
POLICY OWNER:	ACS Human Resources Generalist	

POLICY DETAILS

The City of San Antonio Animal Care Services (ACS) provides equal and open access to its facility and resources. While everyone has an equal right to access ACS services and facilities, no person has the right to interfere with the ability of others to use the resources, services, and facility.

The following code of conduct was developed to ensure that services are provided in a safe and welcoming environment. Animal Care Services maintains the right to expel from the facility an individual who contributes to a disruptive, unsafe, and/or unwelcoming environment.

EXPECTED BEHAVIOR

To build a safe and welcoming environment for all customers, ACS patrons are expected to:

1. Comply with all rules and guidelines as outlined throughout the facility
2. Attend to their personal belongings; ACS is not responsible for personal belongings that reside on ACS property.
3. Restrain all animals with a collar, leash (slip lead is acceptable), or a portable kennel/ crate.
4. Wear appropriate shoes and clothing for public health reasons.
5. Use public restrooms for intended purpose only.
6. Stay out of non-public areas, such as offices, workrooms, storage areas, quarantine kennel and euthanasia building, unless authorized by staff to enter.
7. Refrain from touching animals inside kennels or cages unless authorized by staff.
8. Enjoy food and drinks in designated areas only.
 - a. Food and drinks are not permitted within kennel areas
 - b. Animals shall not be fed without permission from ACS staff

INAPPROPRIATE BEHAVIOR

ACS patrons are not permitted to engage in the following:

1. Disruptive, uncontrolled, or unsafe behavior.

2. Possession of weapons, except for licensed weapon carriers.
3. Physical or verbal abuse to ACS staff or other designated representative
4. Possession of alcohol or any illegal substance.
5. Intoxication, whether by alcohol or other mind-altering drug, to the point of impairment to mental and/or physical abilities.
6. Smoking within the facility grounds, or in any other prohibited areas on ACS property.
7. Intentional physical damage to ACS property or to the personal property of any other patron.
8. Use of ACS computers or network except for those designated for public use.
9. Solicitation of business, except in compliance with City of San Antonio policy (Administrative Directive 4.45).
10. Bring large items onto ACS property that present a safety hazard and/or security concern.

RESPONSE TO POLICY VIOLATIONS

In the event that a patron engages in prohibited activity, ACS staff are authorized to courteously, but firmly, enforce the following procedure:

1. ACS staff will inform the person that the behavior is not allowed and that it must cease immediately. Staff will explicitly make clear that should the behavior persist, the person will be told to leave the premises.
2. If the behavior persists, ACS staff will inform the person that he or she must leave the premises immediately.
3. If the person does not comply, ACS staff will inform the person that police will be called. Staff will then immediately notify the San Antonio Police Department, informing the police that a person needs to be removed from the premises.

Any person who violates the Patron Conduct Policy may be expelled from ACS property for a maximum of one (1) year. The length of expulsion is subject to the discretion of the Director, Assistant Director, and Division Managers and will be commensurate to the infraction. The following procedure will be enforced in cases where it is determined that a patron should be denied access to an ACS facility:

1. The person expelled shall be provided with a copy of the Patron Conduct Policy.
2. Expulsion may be appealed to the Director or Assistant Director of ACS. In an appeal, the person expelled shall have the opportunity to present evidence that may support retraction of the expulsion.
3. If the person expelled returns to ACS property before the defined time period has expired, or if they refuse to leave the property when asked to do so, he or she will be considered to be trespassing and subject to arrest. The police department will be contacted for assistance.
4. An expulsion from any ACS facility will apply to all ACS facilities.

POLICY AUTHORIZATION

Signature: Kathleen J Davis Date: 10/23/12

Name: Kathy Davis

Title: ACS Director